



Make-A-Wish® Metro New York and Western New York

ADMINISTRATIVE ASSOCIATE

Name:	
Job Title: Administrative Associate	Location: Lake Success, NY
Reports to: Chief Operating Officer	
Supervisory Responsibilities: None	
Type of position:	<input type="checkbox"/> Exempt
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Nonexempt

Position Overview:

The **Administrative Associate** provides a full range of administrative support for Make-A-Wish staff, donors, and volunteers. This position also serves as an important customer service contact for staff, donors, volunteers, and the general public. This role is an integral part of all efforts to support the overarching goal of granting wishes to every eligible child.

Essential Job Functions:

1. Office Management

Provide excellent customer service to office guests and staff. Greet visitors cordially and maintain a courteous phone manner. Manage coverage for the front desk while performing various tasks in other areas of the office. Secures coverage for front desk in case of absence.

Principal Accountabilities:

1. Manage NYC office guest list. Reserve conference rooms and arrange catering for NYC office meetings as requested by management.
2. Manage office phone system. Maintain current staff phone lists and directories. Route incoming calls to appropriate staff utilizing the Raiser’s Edge database and criteria in the phone manual. Manage outgoing phone messages to reflect current office status (ie. holiday, early closing).
3. Ensure all office equipment (copiers, printers, phones, computers, postage machine) is in proper working order and serve as a liaison between such vendors and MAW. Troubleshoot computer and equipment issues as they arise. Submit Workspeed requests for office repairs and maintenance as necessary.
 - A. Maintain inventory and order supplies, including stationery, on a regular basis. Reconcile monthly invoices (Staples, WB Mason, UPS, AT Conference).
 - B. Organize mail room and enlist staff members to help straighten storage areas when needed.
 - C. Monitor general MAW e-mail accounts and route chapter specific e-mail as needed.
 - D. Maintain and revise all elements of the front desk manual. Train front desk temps and volunteers.

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3. Department Support

Provide administrative, project and event support to various departments based on determined need.

Principal Accountabilities:

1. Development: Accept credit card donations by phone. Assist with scanning and processing donation checks from external events.
2. Finance: Provide monthly FedEx Report and assist in reconciling bills as requested.

Essential Skills and Abilities:

- Ability to work autonomously with strong prioritizing and organizational skills.
- Exceptional attention to detail.
- Ability to manage multiple tasks effectively and achieve objectives.
- Solid team player who provides stellar customer service in a professional and pleasant manner.
- Ability to appropriately handle confidential staff, donor and volunteer information.
- Strong interpersonal and verbal/written communication skills with the ability to work with all levels of management, staff, volunteers, donors and vendors.
- Must be computer proficient with experience in Word, Excel and PowerPoint. Raiser's Edge experience a plus.

Qualifications:

- BA/BS or equivalent combination of education and work experience.
- 5-7 years of experience in administrative support or similar function.
- Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Expertise with database systems (Raiser's Edge or Access).
- Proven ability to successfully handle multiple tasks and meet deadlines. Excellent time management, organization and independent judgment skills.
- Excellent customer service orientation. Ability to successfully work in a collaborative, team-oriented organization.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

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- **Physical Demands:** While performing this job employees may occasionally be required to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Employees may drive a motor vehicle and may be required to travel during business hours and overnight up to 10% of the time. Person must also be able to move/lift up to 20 pounds.
- **Work Environment:** While performing this job employee is exposed to normal office conditions which would include varying levels of background noise and normal office distractions.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All staff may be required to perform duties outside of their normal responsibilities as needed. The employee is expected to adhere to all company policies.

How to Apply

Please email a resume and cover letter with salary requirements to info@metrony.wish.org by **Tuesday, January 31, 2017**. Applications without a cover letter will not be considered.